

establishing call center resource data corresponding to said plurality of different resources available within said call center;

B1  
cont presenting to a user said plurality of different resources defined by said resource data;

receiving user selections of selected resources from said plurality of different resources presented to said user;

assigning said selected resources to a relationship profile;

assigning a relationship key field corresponding to said relationship profile to said call center resource data for each of said selected resources assigned to said relationship profile;

using said relationship key field to manage said call center;

wherein said call center resource data is organized by function into a plurality of resource categories, further including the steps of:

presenting to said user said plurality of resource categories; and

receiving a user selection of a selected resource category, wherein said plurality of resources within said selected resource category are presented for selection by said user; and

wherein said plurality of resource categories include inbound

$\beta^1$  ~~conced,~~ dialed number identification service (DNIS), queues, agent workgroups, individual agents, campaigns, and call tables.

---

$\beta^2$  5. A computer-implemented method of managing a call center using relationships, said call center including a plurality of different resources for handling telephone calls and communication contacts, said method comprising:

establishing call center resource data corresponding to said plurality of different resources available within said call center;

presenting to a user said plurality of different resources defined by said resource data;

receiving user selections of selected resources from said plurality of different resources presented to said user;

assigning said selected resources to a relationship profile;

assigning a relationship key field corresponding to said relationship profile to said call center resource data for each of said selected resources assigned to said relationship profile; and

using said relationship key field to manage said call center;

wherein said relationship key field is used to control defining of call center strategies.

---

B<sup>3</sup> 13. A method of monitoring and presenting call center statistics in a call center, said method comprising:

establishing a plurality of resource relationship profiles defining a plurality of relationships between different call center resources;

establishing a plurality of call center strategy profiles defining a plurality of call center strategies, each of said call center strategies including a plurality of goals having at least one user-defined strategy threshold;

receiving call center statistic data pertaining to said call center resources;

presenting a user with a plurality of statistics display options corresponding to said resource relationship profiles;

displaying said call center statistics data pertaining to said call center resources assigned to said resource relationship profile corresponding to a selected statistics display option selected by a user from said plurality of statistics display options; and

providing an indication when said user-defined strategy threshold of one of said plurality of goals has not been reached.

---

B4 25. A call center resource relationship management system for use in a call center, said call center including a plurality of different resources used for handling telephone calls, said system comprising:

call center resource data defining a plurality of different call center resources in said call center; and

a relationship manager, responsive to a user input, for accessing said call center resource data, for creating a graphical user interface presenting said plurality of different call center resources defined by said call center resource data to said user, for assigning user-selected resources to a relationship profile, and for associating a relationship key field to said call center resource data corresponding to each of said user-selected resources;

wherein said plurality of different call center resources are organized into resource functional categories including agents, agent workgroups, devices, queues, applications, campaigns, and call tables.

85 33. A call center management system for managing a call center

including a plurality of different resources used for handling telephone calls, comprising:

call center resource data defining a plurality of different call center resources in said call center;

B5  
Cont  
a relationship manager, responsive to a user input, for accessing said call center resource data, for creating a graphical user interface presenting said plurality of different call center resources defined by said call center resource data to said user for selection, for assigning user-selected resources to a relationship profile, and for associating a relationship key field to said call center resource data corresponding to each of said user-selected resources;

action detail data defining a plurality of generic actions that can be taken within said call center;

an action builder, responsive to a user input, for accessing said action detail data, for creating a graphical user interface presenting said generic actions to a user for selection, for combining user-defined specific action details with user-selected generic actions to build user-defined available actions in said call center;

goal data defining goals to be achieved within said call

center; and

B5  
concluded  
a strategy manager, responsive to user input, for accessing  
said goal data, for creating a graphical user interface presenting  
said goals and said available actions to said user for selection,  
and for assigning at least one user-defined threshold to a user-  
selected goal and for assigning at least one user-selected user-  
defined available action to said user-defined threshold such that  
said user-selected user-defined available action will occur when  
said user-defined threshold is met.

---